



Application for Utilization Review Agent

Check appropriate box for application requested.

- ☐ Initial Application – Fee \$150.00
☐ Renewal Application – Fee \$100.00
UR License Number _____

Indiana Department of Insurance

For Dept. use only:

Date Fee _____
Processed _____

Date Registration _____
Processed _____

INSTRUCTIONS:

- Utilization Review Agents are required to provide documentation that they meet each of the statutory and regulatory requirements necessary to be licensed as a Utilization Review Agent. If there has been no change in the documentation submitted for your last renewal application, submit this completed application and the renewal fee. If there has been any substantive change to the documentation submitted with your last renewal application or new application filed since July 1st, submit the revised documentation with this completed application, the completed application checklist and renewal fee.
- Please notify the Department of Insurance of any material change of any information set forth in this application within thirty (30) days of the change. A change in ownership requires a new application, application fee and supporting documentation which should be submitted with the notice of material change.
- Please print or type responses to the questions below.

Demographics

Incorporated Name of Utilization Review Firm

D/B/A Name

FIN/EIN Number

Address (If P.O. Box address, please list street address as well)

City

State

Zip Code

Telephone Number

Toll Free Number

Fax Number

Name of Contact Person

Telephone number

E-mail Address

Respond to these questions by checking the correct response. All answers marked "No" must have explanation attached on separate page.

- A. Do you have a working telephone call recording system capable of accepting or recording incoming telephone calls or providing instruction during hours other than normal business hours? ☐ Yes ☐ No
- B. Are all messages left on your call recording system responded to within two (2) business days after receiving the call? ☐ Yes ☐ No
- C. Are all determinations made within two (2) business days of receiving the request and the information needed to complete the review? ☐ Yes ☐ No
- D. Does your notification of denial to certify an admission, service or procedure include the principal reason for that determination? ☐ Yes ☐ No
- E. Does your notification or denial to certify an admission, service or procedure include a copy of the procedures to initiate an appeal of the determination? ☐ Yes ☐ No
- F. Utilization review agents are required to protect the confidentiality of medical records of enrollees or covered individuals. Does your organization have written procedures that ensure medical records are kept confidential in accordance with federal and state law? ☐ Yes ☐ No
- G. Do you allow an enrollee or the representative of an enrollee forty-eight (48) hours after an emergency admission, service or procedure to notify your organization of the admission and request certification for continuing treatment for the condition involved in the admission, service or procedure? ☐ Yes ☐ No

- H. Indiana law requires that a utilization review agent must "ensure that every utilization review determination as to the necessity or appropriateness of an admission, service or a procedure is reviewed by a physician or determined in accordance with standards or guidelines approved by a physician." Please provide a separate signed statement by a physician licensed in the United States, employed or under contract to your utilization review firm, verifying that determination made as to necessity or appropriateness of admission, service, or procedure are reviewed by a physician licensed in the United States or determined in accordance with standards or guidelines approved by a physician licensed in the United States. In lieu of this signed statement, your firm may provide other appropriate documentation to satisfy the requirement of the law.

Indiana law requires that a utilization review agent must provide, upon request, a written description of the appeals procedure to a covered individual or enrollee or the person's provider of record. The appeals procedure must comply with the following requirements:

- A. on appeal, the determination not to certify an admission, service or a procedure as necessary or appropriate must be made by a health care provider licensed in the same discipline as the provider of record;
- B. adjunction to the appeal of a determination must be completed within thirty (30) days after the appeal is filed and all information necessary to complete the appeal is received; and
- C. if a medical review determination results in a limitation or reduction of benefits, a notice of appeals procedure shall be provided by the utilization review agent to the provider who rendered the health care services.

Does the appeals procedure of your firm meet the above standards? ☐ Yes ☐ No

Certification

This company, through its duly authorized officer, hereby applies for the registration authorizing it to operate as a utilization review agent in the State of Indiana, and do hereby swear that all responses, information, exhibits and documentary evidence submitted in support of this application are true and correct.

- ☐ I certify that there have been no changes to any application information and documentation submitted during the last year; or
- ☐ I certify that there have been changes to the previously submitted application information and documentation and have attached the revised documentation.

Certified by: _____

Signature of Applicant	Date	Printed Name of Signature	Title
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Please mail completed application, checklist, fee and other documents to:

Attn: UR Coordinator
Indiana Department of Insurance
311 W. Washington St., Suite 300
Indianapolis, IN 46204-2787